

## MARITIME CUSTOMER OPERATIONS DIRECTORATE (DSCC-QM)

### MISSION:

The Director, Maritime Customer Operations, reports directly to the Commander, Defense Supply Center Columbus. Acting as a principal advisor and assistant to the Commander, the Director serves as a prime point of entry for all assigned/mapped customer issues related to logistics support and service across all DLA supply chains, responsible for development, implementation, and oversight of Maritime Customer Relationship Management (CRM) in accordance with strategic CRM policy, guidance, and implementation as provided by J-4, HQ DLA, and management of the Customer Cells, support teams, item planning teams and other customer support units assigned to DSCC. Directs accomplishment of worldwide mission responsibilities through integrated logistics support of weapons systems, troops, equipment, facilities, and their components owned, operated, and maintained by /for the Department of Defense, the Military Services, other federal agencies and other authorized activities.

### FUNCTIONS:

1. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
2. Participates in the development of the Performance-Based Agreements (PBAs) with customers.
3. Responsible for execution of customer PBAs.
4. Provides consistent and integrated support and a unified face (oversight of Enterprise Support) to assigned customers encompassing all DLA supply chains necessary for customer support.
5. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells, teams and other units.
6. Responsible for planning, coordinating, directing, and integrating multiple functions inherent in the directorate to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells and units.
7. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
8. Provides emergency support to customers.
9. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA
10. Facilitates and improves communications with customers by providing an initial point of entry for all customers inquires related to logistics support.
11. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
12. Meets with customers on a regular basis to understand anticipated requirements.
13. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.

14. Defines new markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
15. Ensures business, marketing, and customer support plans are developed and implemented.
16. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
17. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
18. Ensures that forecast or demand plans are published for the collaborative partner.
19. Resolves demand issues with collaborative customer.
20. Coordinates with process management to determine influences on and improve customer support.
21. Oversees receipt, processing, and maintenance of customer orders.
22. Manages establishment, maintenance, and closure of customer profiles.
23. Receives and resolves customer complaints.
24. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support.
25. Oversees responsibility as customer focal point for all assigned weapons platforms/systems.
26. Interfaces with logistics partners and major customers to identify life-cycle programs.
27. Monitors preparation of integrated logistics plans in support of DoD weapons systems.

## NRP AND OPERATING FORCES CUSTOMER FACING DIVISION (DSCC-QMA)

### MISSION:

The Chief, NRP and Operating Forces Customer Facing Division, reports to the Director, Customer Operations, and is responsible for management of customer service and support for customers assigned to Cells within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Maritime Readiness Division. The Division has a special focus on the Nuclear Regulatory and Propulsion program (21N). The division is responsible for: the Attack Submarine Cell, the Trident Submarine Cell and the Surface Cell.

### FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.

6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support and a unified face to assigned customers.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Navy markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Ensures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.

30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Navy Team, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

## ATTACK SUBMARINE CELL (DSCC-QMAA)

### MISSION:

The Supervisor, Attack Submarine CRM Cell reports to the Chief, NRP and Submarine Customer Facing Division, and is responsible for management of customer service and support for customers in that cell. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Maritime Readiness Division. The CRM Cell has a special focus on the Nuclear Reactor Program (21N) and is responsible for all Class IX Demand Planning for forecastable DFUs from NRP related customers.

### FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.

11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support and a unified face to assigned customers.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Navy markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Ensures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.
30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Navy Team, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

#### TRIDENT SUBMARINE CELL (DSCC-QMAB)

#### MISSION:

The Supervisor, Trident Submarine CRM Cell reports to the Chief, NRP and Submarine Customer Facing Division, and is responsible for management of customer service and support for customers in that cell. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Maritime Readiness Division.

#### **FUNCTIONS:**

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support and a unified face to assigned customers.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.

18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Navy markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Ensures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.
30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Navy Team, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

## SURFACE CELL (DSCC-QMAC)

### MISSION:

The Supervisor, Surface Cell reports to the Chief, NRP and Submarine Customer Facing Division, and is responsible for management of customer service and support for customers in that cell. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Maritime Readiness Division.

### FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.

6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support and a unified face to assigned customers.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquiries related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Navy markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Ensures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.



30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Navy Team, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

## INDUSTRIAL & FOREIGN MILITARY SALES (FMS) CUSTOMER FACING DIVISION (DSCC- QMB)

### MISSION:

The Chief, Industrial & Foreign Military Sales (FMS) Customer Facing Division, reports to the Director, Customer Operations, and is responsible for management of customer service and support for customers assigned to cells within the division. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Maritime Readiness Division. The Division is responsible for the Ship Maintenance Cell, the Army/Navy FMS Cell, Collective Navy/Coast Guard Customer Cell and the Collective Navy/Coast Guard Customer Support Branch.

### FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.

10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support and a unified face to assigned customers.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Navy markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Ensures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.
30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Navy Team, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

SHIP MAINTENANCE CELL (DSCC-QMBA)

## MISSION:

The Supervisor, Ship Maintenance Cell reports to the Chief, Industrial & Foreign Military Sales (FMS) Customer Facing Division, and is responsible for management of customer service and support for customers in that cell. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Maritime Readiness Division.

## FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support and a unified face to assigned customers.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.

17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Navy markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Ensures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.
30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Navy Team, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

#### ARMY/NAVY FMS CELL (DSCC-QMBC)

##### MISSION:

The Supervisor Army/Navy FMS Cell reports to the Chief, Industrial & Foreign Military Sales (FMS) Customer Facing Division, and is responsible for management of customer service and support for customers in that cell. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Maritime Readiness Division.

##### FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.

3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support and a unified face to assigned customers.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Navy markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Ensures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.

27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.
30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Navy Team, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

## COLLECTIVE NAVY/COAST GUARD CUSTOMER CELL (DSCC-QMBD)

### MISSION:

The Supervisor, Collective Navy/Coast Guard Customer Cell reports to the Chief, Industrial & Foreign Military Sales (FMS) Customer Facing Division, and is responsible for management of customer service and support for customers in that cell. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Maritime Readiness Division.

### FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.

10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support and a unified face to assigned customers.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.
17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Navy markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Ensures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.
30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Navy Team, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

COLLECTIVE NAVY/COAST GUARD CUSTOMER SUPPORT BRANCH (DSCC-QMBE)

## MISSION:

The Supervisor, Collective Navy/Coast Guard Customer Cell reports to the Chief, Industrial & Foreign Military Sales (FMS) Customer Facing Division, and is responsible for management of customer service and support for customers in that cell. Support provided may cover, but is not limited to, order fulfillment and demand planning activities, CRM, and program support to Level A and selected B and C-level Weapons Systems Program Managers in conjunction with the Maritime Readiness Division.

## FUNCTIONS:

1. Provides a unified face for assigned customers.
2. Ensures customer needs across all DLA supply chains are met for assigned customers, coordinating as necessary with support teams at the Defense Supply Center Philadelphia, and with supplier organizations across all supply chains.
3. Maintains responsibility for the development, implementation, and oversight of all CRM activities for assigned customers in conjunction with HQ DLA guidance.
4. Participates in the development of the PBAs with customers.
5. Responsible for execution of customer PBAs.
6. Provides emergency support to customers.
7. Maintains liaison with DLA activities overseas to ensure customers located overseas, those forward deployed and those deploying receive necessary support and a unified face and approach from DLA.
8. Responsible for overall health of assigned weapons systems in conjunction with readiness division.
9. Collaborates with program management and sustainment personnel in regard to DLA's role in Performance Based Logistics (PBL) agreements to participate in and monitor PBLs. Responsible for consolidating efforts, defining metrics and reporting strategies.
10. Analyzes customer forecasting, requisitioning, usage, and return behavior in conjunction with Demand Planners in CRM Cells, Support Teams, and/or Integrated Planning Teams to identify trends for assigned weapons system platforms and major programs.
11. Recommends process enhancements or corrective actions affecting operations, DLA policies/procedures, and customer acquisition processes based upon analyses of current customer support patterns to achieve Fill Rate and Customer Wait Time targets.
12. Participates in Military Service Conferences, Critical Item/Program Reviews, Integrated Logistics Support Management Team (ILSMT) meetings, Demand Collaboration and Demand Consensus meetings, etc.
13. Provides consistent and integrated support and a unified face to assigned customers.
14. Ensures effective and efficient management of the overall customer relationships maintained within assigned cells.
15. Responsible for planning, coordinating, directing, and integrating multiple functions to ensure effective demand planning, order fulfillment, and customer service support for assigned customer cells.
16. Ensures successful program execution resulting in effective customer service derived from highly complex and diversified industries and across DLA Supply Operations Directorates.



17. Facilitates and improves communications with customers by providing a prime point of entry for all customers inquires related to logistics support.
18. Keeps abreast of current and imminent armed service peace and wartime programs and demand for support and service.
19. Meets with customers on a regular basis to understand anticipated requirements.
20. Provides planning, direction, and oversight for the implementation and/or application of evolving and innovative business strategies and practices.
21. Helps define new Navy markets and sales opportunities, and develops appropriate supporting initiatives and strategies.
22. Ensures business, marketing, and customer support plans are developed and implemented.
23. Manages the integration and prioritization of customer needs and coordinates demand plans and customer requirements with supplier operations sites.
24. Manages the creation of demand plans, either historically-based or collaborative, and conducts and participates in demand-supply alignment events.
25. Ensures that forecast or demand plans are published for the collaborative partner.
26. Resolves demand issues with collaborative customer.
27. Coordinates with process management to determine influences on and improve customer support.
28. Oversees receipt, processing, and maintenance of customer orders.
29. Establishes, maintains, and closes customer profiles.
30. Receives and resolves customer complaints.
31. Maintains regular liaison with the Navy Team, Customer Support Office, J-4.
32. Monitors and evaluates key performance indicators and other customer-oriented metrics to ensure optimal customer support. Identifies shortfalls and takes steps to improve customer support. Reviews and monitoring may take place at the weapon system level, division level, cell level, or appropriate indenture level.

## READINESS DIVISION (DSCC-QMR)

### MISSION:

Serves as the principle element responsible for maintaining and improving customer relationships among the Navy Program Management Offices. Provides enhanced customer support through collaboration; monitors and develops improved forecasting methods by refining customer focused metrics. Provides best value logistics support in peace and war...around the clock, around the world.

### FUNCTIONS:

1. Ensures effective and efficient management of the overall customer relationship maintained within DLA/Army and Navy Industrial sites.
2. Conducts and participates in activities related to Industrial Forecasting working groups.
3. Markets new and existing services, capabilities and products in order to reduce costs, increase productivity and eliminate non-value added processes.

4. Collects, evaluates and summarizes metrics/performance indices relative to weapon system platform management in order to improve support to designated programs.
5. Assists with implementation of innovative logistics solutions in accordance with DLA strategic Customer Relationship Management (CRM) policy and guidance.
6. Visits customer activities to maintain awareness of their concerns, to measure the current status of customer support, and to gather information needed to target improvements in support services.
7. Develops coordinated logistics solutions/marketing strategies for customers, coordinates and communicates as needed with CRM activities and staff located at DLA Headquarters, Maritime DCO, and customer sites, and helps ensure any applicable customer agreements are kept on track and fulfilled.
8. Represents the Maritime DCO on order processing and customer service actions impacting their assigned customers, and on resolving issues escalated by other regional customers.
9. Collaborates with supervisors from all Supplier Operations organizations, in particular Integrated Supplier Teams (ISTs) and Supplier Support Divisions, to ensure adequate support is available to resolve customer discrepancies, emergency requests, and other support actions and to ensure customer requirements for goods and services are met.
10. Provides Customer Outreach through training and education.
11. Coordinates visits of DLA personnel and interactions with the customer as applicable.

## NUCLEAR REACTOR PROGRAM (NRP) WEAPON SYSTEMS MANAGEMENT BRANCH (DSCC-QMRA)

### MISSION:

The Nuclear Reactor Program (NRP) Weapons System Support Manager reports to The Chief, Readiness Division. The Weapons Systems Program Manager provides program support to this Level A and selected B and C-level Weapons Systems and is responsible for monitoring and enhancing both weapon systems readiness and service to military customers through successful incorporation of commercial business practices, advanced integrated logistics principles, and customer advocacy. Weapons Systems Support Managers serve as matrixed members to appropriate CRM Cells across the Enterprise, working in conjunction with Cell personnel to support customers and weapons systems.

### FUNCTIONS:

1. Ensures compliance with the DLA Weapon System Support Program (WSSP) concepts and practices associated with weapon systems managed by DLA.
2. Evaluates WSSP performance and procedures and provides reports and recommendations to the director and Commander.

3. Notifies HQ DLA of problems encountered in support of weapons systems. Attends Weapon Support/Integrated Logistics Support (ILS) conferences and Customer Assistance conference to discuss support.
4. As directed, and in concert with HQ DLA, participates with the military services in preparing integrated logistics support plans and in materiel readiness reviews to determine effectiveness of DLA support to weapon systems.
5. Monitors performance and customer support levels for assigned customer sites, weapon systems, and overhaul programs. Identifies delays in logistics plan and implements remedial action.
6. Performs functional systems analysis; monitors the existing system; develops requirements for system changes; coordinates changes to existing system directed by HQ DLA; and provides functional system training for weapon systems support and provisioning, in collaboration with appropriate operating offices. Assures the implementation of policies, procedures, plans, and programs.
7. Provides information, such as supply availability about weapon system items managed by DLA, to Weapons System Program Managers.
8. Serves as a customer advocate in support of customer needs for assigned weapons systems.
9. Monitors DLA impact on Weapon System Readiness and analyzes supply degraders to identify problems and solutions to restore acceptable levels of support.
10. Responsible as customer focal point for all assigned weapons platforms/systems.
11. Works with logistics partners and major customers to identify life-cycle programs.
12. Prepares integrated logistics plans in support of DoD weapons systems.
13. Identifies and coordinates all required logistics support between applicable Cells and Supplier Operations, as well as Military Services.
14. Works jointly with Demand Planners in developing support requirements for assigned programs.
15. Participates in demand/supply alignment meetings.
16. Identify, collect, and use broad market influences that impact demand
17. Identifies competitors and their strengths and weaknesses.
18. Provides comprehensive support to DLA's PBL program, monitoring opportunities to participate and overall directorate effectiveness in supporting PBLs.

#### **MINESWEEPER PLATFORMS WEAPON SYSTEMS MANAGEMENT BRANCH (DSCC-QMRB)**

##### **MISSION:**

The Minesweeper Platforms Weapons System Support Manager reports to The Chief, Readiness Division. The Weapons Systems Program Manager provides program support to these Level A and selected B and C-level Weapons Systems and is responsible for monitoring and enhancing both weapon systems readiness and service to military customers through successful incorporation of commercial business practices, advanced integrated logistics principles, and customer advocacy. Weapons Systems Support Managers serve as matrixed members to appropriate CRM Cells across the Enterprise, working in conjunction with Cell personnel to support customers and weapons systems.

## **FUNCTIONS:**

1. Ensures compliance with the DLA Weapon System Support Program (WSSP) concepts and practices associated with weapon systems managed by DLA.
2. Evaluates WSSP performance and procedures and provides reports and recommendations to the director and Commander.
3. Notifies HQ DLA of problems encountered in support of weapons systems. Attends Weapon Support/Integrated Logistics Support (ILS) conferences and Customer Assistance conference to discuss support.
4. As directed, and in concert with HQ DLA, participates with the military services in preparing integrated logistics support plans and in materiel readiness reviews to determine effectiveness of DLA support to weapon systems.
5. Monitors performance and customer support levels for assigned customer sites, weapon systems, and overhaul programs. Identifies delays in logistics plan and implements remedial action.
6. Performs functional systems analysis; monitors the existing system; develops requirements for system changes; coordinates changes to existing system directed by HQ DLA; and provides functional system training for weapon systems support and provisioning, in collaboration with appropriate operating offices. Assures the implementation of policies, procedures, plans, and programs.
7. Provides information, such as supply availability about weapon system items managed by DLA, to Weapons System Program Managers.
8. Serves as a customer advocate in support of customer needs for assigned weapons systems.
9. Monitors DLA impact on Weapon System Readiness and analyzes supply degraders to identify problems and solutions to restore acceptable levels of support.
10. Responsible as customer focal point for all assigned weapons platforms/systems.
11. Works with logistics partners and major customers to identify life-cycle programs.
12. Prepares integrated logistics plans in support of DoD weapons systems.
13. Identifies and coordinates all required logistics support between applicable Cells and Supplier Operations, as well as Military Services.
14. Works jointly with Demand Planners in developing support requirements for assigned programs.
15. Participates in demand/supply alignment meetings.
16. Identify, collect, and use broad market influences that impact demand
17. Identifies competitors and their strengths and weaknesses.
18. Provides comprehensive support to DLA's PBL program, monitoring opportunities to participate and overall directorate effectiveness in supporting PBLs.

## **SUBMARINE & STRATEGIC WEAPON SYSTEMS MANAGEMENT BRANCH (DSCC-QMRC)**

## **MISSION:**

The Submarine and Strategic Weapon Systems Weapons System Support Manager reports to The Chief, Readiness Division. The Weapons Systems Program Manager provides program support to these Level A and selected B and C-level Weapons Systems and is responsible for monitoring and enhancing both weapon systems readiness and service to military customers through successful incorporation of commercial business practices, advanced integrated logistics principles, and customer advocacy. Weapons Systems Support Managers serve as matrixed members to appropriate CRM Cells across the Enterprise, working in conjunction with Cell personnel to support customers and weapons systems.

#### FUNCTIONS:

1. Ensures compliance with the DLA Weapon System Support Program (WSSP) concepts and practices associated with weapon systems managed by DLA.
2. Evaluates WSSP performance and procedures and provides reports and recommendations to the director and Commander.
3. Notifies HQ DLA of problems encountered in support of weapons systems. Attends Weapon Support/Integrated Logistics Support (ILS) conferences and Customer Assistance conference to discuss support.
4. As directed, and in concert with HQ DLA, participates with the military services in preparing integrated logistics support plans and in materiel readiness reviews to determine effectiveness of DLA support to weapon systems.
5. Monitors performance and customer support levels for assigned customer sites, weapon systems, and overhaul programs. Identifies delays in logistics plan and implements remedial action.
6. Performs functional systems analysis; monitors the existing system; develops requirements for system changes; coordinates changes to existing system directed by HQ DLA; and provides functional system training for weapon systems support and provisioning, in collaboration with appropriate operating offices. Assures the implementation of policies, procedures, plans, and programs.
7. Provides information, such as supply availability about weapon system items managed by DLA, to Weapons System Program Managers.
8. Serves as a customer advocate in support of customer needs for assigned weapons systems.
9. Monitors DLA impact on Weapon System Readiness and analyzes supply degraders to identify problems and solutions to restore acceptable levels of support.
10. Responsible as customer focal point for all assigned weapons platforms/systems.
11. Works with logistics partners and major customers to identify life-cycle programs.
12. Prepares integrated logistics plans in support of DoD weapons systems.
13. Identifies and coordinates all required logistics support between applicable Cells and Supplier Operations, as well as Military Services.
14. Works jointly with Demand Planners in developing support requirements for assigned programs.
15. Participates in demand/supply alignment meetings.
16. Identify, collect, and use broad market influences that impact demand
17. Identifies competitors and their strengths and weaknesses.
18. Provides comprehensive support to DLA's PBL program, monitoring opportunities to participate and overall directorate effectiveness in supporting PBLs.

## AIRCRAFT CARRIER PLATFORMS WEAPON SYSTEMS MANAGEMENT BRANCH (DSCC-QMRD)

### MISSION:

The Aircraft Carrier Platforms Weapons System Support Manager reports to The Chief, Readiness Division. The Weapons Systems Program Manager provides program support to these Level A and selected B and C-level Weapons Systems and is responsible for monitoring and enhancing both weapon systems readiness and service to military customers through successful incorporation of commercial business practices, advanced integrated logistics principles, and customer advocacy. Weapons Systems Support Managers serve as matrixed members to appropriate CRM Cells across the Enterprise, working in conjunction with Cell personnel to support customers and weapons systems.

### FUNCTIONS:

1. Ensures compliance with the DLA Weapon System Support Program (WSSP) concepts and practices associated with weapon systems managed by DLA.
2. Evaluates WSSP performance and procedures and provides reports and recommendations to the director and Commander.
3. Notifies HQ DLA of problems encountered in support of weapons systems. Attends Weapon Support/Integrated Logistics Support (ILS) conferences and Customer Assistance conference to discuss support.
4. As directed, and in concert with HQ DLA, participates with the military services in preparing integrated logistics support plans and in materiel readiness reviews to determine effectiveness of DLA support to weapon systems.
5. Monitors performance and customer support levels for assigned customer sites, weapon systems, and overhaul programs. Identifies delays in logistics plan and implements remedial action.
6. Performs functional systems analysis; monitors the existing system; develops requirements for system changes; coordinates changes to existing system directed by HQ DLA; and provides functional system training for weapon systems support and provisioning, in collaboration with appropriate operating offices. Assures the implementation of policies, procedures, plans, and programs.
7. Provides information, such as supply availability about weapon system items managed by DLA, to Weapons System Program Managers.
8. Serves as a customer advocate in support of customer needs for assigned weapons systems.
9. Monitors DLA impact on Weapon System Readiness and analyzes supply degraders to identify problems and solutions to restore acceptable levels of support.
10. Responsible as customer focal point for all assigned weapons platforms/systems.
11. Works with logistics partners and major customers to identify life-cycle programs.
12. Prepares integrated logistics plans in support of DoD weapons systems.

13. Identifies and coordinates all required logistics support between applicable Cells and Supplier Operations, as well as Military Services.
14. Works jointly with Demand Planners in developing support requirements for assigned programs.
15. Participates in demand/supply alignment meetings.
16. Identify, collect, and use broad market influences that impact demand
17. Identifies competitors and their strengths and weaknesses.
18. Provides comprehensive support to DLA's PBL program, monitoring opportunities to participate and overall directorate effectiveness in supporting PBLs.

## CRUISER & DESTROYER PLATFORMS WEAPON SYSTEMS MANAGEMENT BRANCH (DSCC-QMRE)

### MISSION:

The Cruiser & Destroyer Platforms Weapons System Support Manager reports to The Chief, Readiness Division. The Weapons Systems Program Manager provides program support to these Level A and selected B and C-level Weapons Systems and is responsible for monitoring and enhancing both weapon systems readiness and service to military customers through successful incorporation of commercial business practices, advanced integrated logistics principles, and customer advocacy. Weapons Systems Support Managers serve as matrixed members to appropriate CRM Cells across the Enterprise, working in conjunction with Cell personnel to support customers and weapons systems.

### FUNCTIONS:

1. Ensures compliance with the DLA Weapon System Support Program (WSSP) concepts and practices associated with weapon systems managed by DLA.
2. Evaluates WSSP performance and procedures and provides reports and recommendations to the director and Commander.
3. Notifies HQ DLA of problems encountered in support of weapons systems. Attends Weapon Support/Integrated Logistics Support (ILS) conferences and Customer Assistance conference to discuss support.
4. As directed, and in concert with HQ DLA, participates with the military services in preparing integrated logistics support plans and in materiel readiness reviews to determine effectiveness of DLA support to weapon systems.
5. Monitors performance and customer support levels for assigned customer sites, weapon systems, and overhaul programs. Identifies delays in logistics plan and implements remedial action.
6. Performs functional systems analysis; monitors the existing system; develops requirements for system changes; coordinates changes to existing system directed by HQ DLA; and provides functional system training for weapon systems support and provisioning, in collaboration with appropriate operating offices. Assures the implementation of policies, procedures, plans, and programs.

7. Provides information, such as supply availability about weapon system items managed by DLA, to Weapons System Program Managers.
8. Serves as a customer advocate in support of customer needs for assigned weapons systems.
9. Monitors DLA impact on Weapon System Readiness and analyzes supply degraders to identify problems and solutions to restore acceptable levels of support.
10. Responsible as customer focal point for all assigned weapons platforms/systems.
11. Works with logistics partners and major customers to identify life-cycle programs.
12. Prepares integrated logistics plans in support of DoD weapons systems.
13. Identifies and coordinates all required logistics support between applicable Cells and Supplier Operations, as well as Military Services.
14. Works jointly with Demand Planners in developing support requirements for assigned programs.
15. Participates in demand/supply alignment meetings.
16. Identify, collect, and use broad market influences that impact demand
17. Identifies competitors and their strengths and weaknesses.
18. Provides comprehensive support to DLA's PBL program, monitoring opportunities to participate and overall directorate effectiveness in supporting PBLs.

#### PERFORMANCE BASED LOGISTICS (PBL) MANAGEMENT BRANCH (DSCC-QMRF)

##### MISSION:

The Performance Based Logistics (PBL) Management Action Officer reports to The Chief, Readiness Division. PBL AO provides oversight over the Maritime Customer Operations Performance Based Logistics program and is responsible for monitoring and enhancing PBL engagement and service to military customers through successful incorporation of commercial business practices, advanced integrated logistics principles, and customer advocacy. PBL Action Officers serve as matrixed members to appropriate CRM Cells across the Enterprise, working in conjunction with Cell personnel to support customers and weapons systems.

##### FUNCTIONS:

1. Ensures compliance with the DLA Weapon System Support Program (WSSP) concepts and practices associated with weapon systems managed by DLA.
2. Evaluates WSSP performance and procedures and provides reports and recommendations to the director and Commander.
3. Notifies HQ DLA of problems encountered in support of weapons systems. Attends Weapon Support/Integrated Logistics Support (ILS) conferences and Customer Assistance conference to discuss support.
4. As directed, and in concert with HQ DLA, participates with the military services in preparing integrated logistics support plans and in materiel readiness reviews to determine effectiveness of DLA support to weapon systems.
5. Monitors performance and customer support levels for assigned customer sites, weapon systems, and overhaul programs. Identifies delays in logistics plan and implements remedial action.



6. Performs functional systems analysis; monitors the existing system; develops requirements for system changes; coordinates changes to existing system directed by HQ DLA; and provides functional system training for weapon systems support and provisioning, in collaboration with appropriate operating offices. Assures the implementation of policies, procedures, plans, and programs.
7. Provides information, such as supply availability about weapon system items managed by DLA, to Weapons System Program Managers.
8. Serves as a customer advocate in support of customer needs for assigned weapons systems.
9. Monitors DLA impact on Weapon System Readiness and analyzes supply degraders to identify problems and solutions to restore acceptable levels of support.
10. Responsible as customer focal point for all assigned weapons platforms/systems.
11. Works with logistics partners and major customers to identify life-cycle programs.
12. Prepares integrated logistics plans in support of DoD weapons systems.
13. Identifies and coordinates all required logistics support between applicable Cells and Supplier Operations, as well as Military Services.
14. Works jointly with Demand Planners in developing support requirements for assigned programs.
15. Participates in demand/supply alignment meetings.
16. Identify, collect, and use broad market influences that impact demand
17. Identifies competitors and their strengths and weaknesses.
18. Provides comprehensive support to DLA's PBL program, monitoring opportunities to participate and overall directorate effectiveness in supporting PBLs.

## ITEM PLANNING DIVISION (DSCC-QMI)

### MISSION:

The Chief, Item Planning Division, reports to the Director, Customer Operations, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) and other designated planning for all assigned Maritime Item Planning Teams (IPTs).

### FUNCTIONS

1. Creates historical-based demand plans.
2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.
6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.

## MARITIME ELECTRONICS IPT (DSCC-QMIA)

**MISSION:** The Chief, Maritime Electronics Item Planning Team, reports to the Chief, Item Planning Division, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) forecasting.

**FUNCTIONS:**

1. Creates historical-based demand plans.
2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.
6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.

**NRP AND MARITIME VALVES/HARDWARE IPT (DSCC-QMIB)**

**MISSION:**

The Chief, NRP and Maritime Valves/Hardware Item Planning Team, reports to the Chief, Item Planning Division, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) forecasting.

**FUNCTIONS:**

1. Creates historical-based demand plans.
2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.
6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.

**MARITIME FLUID HANDLING IPT (DSCC-QMIC)**

**MISSION:**

The Chief, Maritime Fluid Handling Item Planning Team, reports to the Chief, Item Planning Division, and is responsible for item-level planning (aggregated demand forecasting units, or DFUs) forecasting.

**FUNCTIONS:**

1. Creates historical-based demand plans.

2. Analyzes and adjust historical demand used for statistical forecasting.
3. Conducts and participates in demand/supply alignment meetings.
4. Executes systems activities related to demand planning.
5. Considers process influences (order fulfillment and procurement) on the demand plan.
6. Maintains liaison with applicable customer cells across the enterprise as requested to ensure item-level planning status for customers is communicated as needed to support customer inquiries and weapons systems.

## CUSTOMER SUPPORT DIVISION (DSCC-QMC)

### MISSION:

The Chief, Customer Support Division, reports to the Director, Customer Operations. The Division is responsible for customer studies, profiles, analyses and surveys; Agency implementation of the CRM Program, and general administrative support to the Maritime Customer Operations Directorate. It strives to avoid mission degradation before it begins in order to ensure our continued and positive support to the warfighter and interfaces with the customer and DLA activities to ensure support. The Customer Support Division includes the CRM Branch.

### FUNCTIONS:

1. Conducts customer studies and surveys to identify trends in customer requirements and improve customer satisfaction.
2. Compiles findings and conducts appropriate qualitative and quantitative analyses to reach conclusions regarding new supply techniques that would offer a positive impact on DLA customers.
3. Makes recommendations and champions implementation of recommendations to improve logistical support processes.
4. Prepares customer-focused briefings and reports and prepares for customer visits and special events.
5. Provides business analysis and financial services customer liaisons functions across multiple CRM Cells and support teams.
6. Implements all aspects of DLA's CRM Program for the directorate and monitor its effectiveness.
7. Studies and evaluates DLA One Book policies in applicable areas to determine DCO impact.
8. Analyzes all available customer data and develops a plan of action for improved support.
9. Works with supplier teams to develop Business Case Analyses for targeted potential customer markets. For markets identified, develops marketing plans, procures potential sales/marketing materials, and serves as PLFA Focal Point for customer contacts in leveraging potential sales opportunities. Performs analysis of sales trends, customer behavior, etc. for such products and services, and makes recommendations for future support. Networks customer support issues with appropriate CRM Cell.

10. Develops, implements, and manages web pages, web links, on-line catalogs and tools in support of customer-facing initiatives. Networks requirements with enterprise IPT members to ensure “unified face to the customer” concept.

## CUSTOMER RELATIONSHIP MANAGEMENT (CRM) BRANCH (DSCC-QMCC)

### MISSION:

The Chief, CRM Branch reports to the The Chief, Customer Support Division. The Branch is responsible for customer studies, profiles, analyses and surveys; Agency implementation of the CRM Program, and general administrative support to the Maritime Customer Operations Directorate. It strives to avoid mission degradation before it begins in order to ensure our continued and positive support to the warfighter and interfaces with the customer and DLA activities to ensure support. The Customer Support Division includes the CRM Branch.

### FUNCTIONS:

1. Conducts customer studies and surveys to identify trends in customer requirements and improve customer satisfaction.
2. Compiles findings and conducts appropriate qualitative and quantitative analyses to reach conclusions regarding new supply techniques that would offer a positive impact on DLA customers.
3. Makes recommendations and champions implementation of recommendations to improve logistical support processes.
4. Prepares customer-focused briefings and reports and prepares for customer visits and special events.
5. Provides business analysis and financial services customer liaisons functions across multiple CRM Cells and support teams.
6. Implements all aspects of DLA’s CRM Program for the directorate and monitor its effectiveness.
7. Studies and evaluates DLA One Book policies in applicable areas to determine DCO impact.
8. Analyzes all available customer data and develops a plan of action for improved support.
9. Works with supplier teams to develop Business Case Analyses for targeted potential customer markets. For markets identified, develops marketing plans, procures potential sales/marketing materials, and serves as PLFA Focal Point for customer contacts in leveraging potential sales opportunities. Performs analysis of sales trends, customer behavior, etc. for such products and services, and makes recommendations for future support. Networks customer support issues with appropriate CRM Cell.
10. Develops, implements, and manages web pages, web links, on-line catalogs and tools in support of customer-facing initiatives. Networks requirements with enterprise IPT members to ensure “unified face to the customer” concept.